

KUIS AKK 1-7

IKMA 2011 FKM UA

KUIS 1

- 1. Who is a person who advanced early scientific management principles?
- A) Weber C) Vest
- **B) Taylor** D) Fayol
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- 2. Which worked on administrative management theory:
- I. Fayol II. Parker III. Weber
- **A) I and III** C) none of these worked on administrative management theory
- B) II and III D) I, II, and III
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- 3. _____ is the study of how to create an organizational structure that leads to high efficiency and effectiveness.
- A) Scientific management **C) Administrative management**
- B) Job specialization D) Allocation management
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- 4. A reporting relationship in which an employee receives orders from, and reports to, only one supervisor is known as:
- A) Line of authority. C) Unity of direction.
- B) Centralization. **D) Unity of command.**
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- 5. _____ is the singleness of purpose that makes possible the creation of one plan of action to guide managers in resource allocations.
- **A) Unity of direction** C) Unity of authority
- B) Unity of command D) Unity of resources

6. Which is an organizational - environmental theory?

I. The open-systems view

II. Contingency theory

III. The Theory of Bureaucracy

IV. Theory Z

A) I and II

C) II, III, and IV

B) I, III, and IV

D) I, II, and III

7. The _____ effect is the finding that a manager's behaviour or leadership approach can affect workers' level of performance.

A) Henthorne

C) Follett

B) Hawthorne

D) Fayol

8. Theory ___ is based on positive assumptions about workers.

A) Z

C) Y

B) X

D) C

9. A(n) _____ system takes resources from its external environment and converts them into goods and services for customer purchase.

A) Closed

C) Semi-open

B) Free

D) Open

10. _____ is the tendency of a system to lose its ability to control itself and thus disintegrate.

A) Empathy

C) Synergy

B) Entropy

D) Chaos

11. The _____ theory states a manager's choice of organizational structures and control systems depends on characteristics of the external environment.

- A) Mechanistic
- B) Management science
- C) Organic
- D) Contingency**

12. Which is not one of Fayol's principles:

- A) Authority and responsibility
- B) Line of authority
- C) **Globalization**
- D) Unity of command

13. Which is not a management science theory:

- A) Operations management
- B) TQM
- C) MIS
- D) None of these**

14. Theory __ states that the average employee is lazy and will try to do as little as possible.

- A) X**
- B) Y
- C) Z
- D) None

15. Which is not part of the input stage of an open system?

- A) Raw materials
- B) Human resources
- C) Computers**
- D) Money and capital

16. In the early 1900s, one of the responses by management to workers' refusal to adopt scientific management was:

- A) Mechanization of the workplace**
- B) Wholesale layoffs and new hiring
- C) Development of new incentive systems
- D) A turn to human relations approaches

17. Fayol's theory of equity specifies that:

- A) Employees should be paid equally regardless of their positions
- B) Managers should be treated equally
- C) Employees should be treated with respect and justice**
- D) People should get equal pay for equal work

18. Managers who use a centralized authority approach and a vertical hierarchy in a stable environment to minimize cost of obtaining inputs from the environment and of processing those inputs would be applying which of the following perspectives:

- A) Theory z
- B) Theory y
- C) Organic structure
- D) Mechanistic structure**

19 The significant finding of the Hawthorne studies was that:

- A) Illumination at very low levels can affect worker performance
- B) A manager's behaviour can affect worker performance**
- C) Workers in both control and test groups increased productivity
- D) Workers can be affected by their environment

20. As Adam Smith toured English factories in the middle of the 18th century he found that one innovation in particular drastically improved the output of a factory. His classic example is that of a pin factory. Managers today must recognize that the use of _____ to produce goods and services, as observed by Smith, can greatly increase production.

- A) Scientific management
- B) Job enlargement
- C) Job specialization**
- D) Job enrichment

21. Fayol stated that employees tend to be more loyal and have higher morale if they feel they are being treated justly and fairly. Managers who intend to create an organizational culture that nurtures those type of employee feelings should apply Fayol's principle of _____.

- A) Centralization
- B) **Equity**
- C) Esprit de corps
- D) Remuneration of personnel

22. John Adams is a manager of a small manufacturing firm. He has expressed interest in improving the productivity of his workers, but doesn't know how to bring it about. Given your knowledge of the Hawthorne effect, what would your advice be to Mr. Adams?

- A) Pay attention to your workers, their attitude toward you is important to their productivity**
- B) Leave your workers alone, they will be more productive if they don't know you're there
- C) Increase the lighting in the workplace; greater lighting increases productivity.
- D) Be more directive in your behaviour, people respond to direct orders and goal setting

Kuis 2

1. 4 management function, except :

A. Controlling

C. Staffing

B. Planning

D. Organizing

2. the field of study that studied human in relation to their social environment and culture in OB is

A. Antropology

C. Social Psychology

B. Psochology

D. Politic Science

3. Organization behavior is a field of study that..... (True / False)

4. Managers have to get things done through other people (**True** / False)

5. Robert Katz has identified there management skills : technical, human, conceptual (**True** / False)

6. With regards to system theory two basic types of...

A. Closed

C. Open

B. Interlink

D. Lopped

7. An organizations can be visualized as system of interrelated parts of subsystem that operate as a whole in pursuit of common goals.

A. Administration theory

C. System theory

B. Bureaucratic theory

D. Knowledge theory

8. the various human, material, finance.

A. Input

C. Interprocess

B. Output

D. Feedback

9. is the organizations managerial & technological abilities

A. Transform

C. Output

B. Feedback

D. Input

10. Which of The organization & direction of human & material.....

A. L.D.white

C. Veig

B. Phiffner

D. Simon

Kuis 3

1. Efficiency refers to using people, money, raw materials, and the like wisely and cost effectively (**True** / False)

2. The management process includes which of the following management function?
 - a. Follow through
 - b. Innovating
 - c. Implementing
 - d. Leading**

3. Which of the two major management task require a high level of conceptual skills?
 - a. Planning and leading
 - b. Organizing and controlling
 - c. Planning and organizing**
 - d. Controlling and leading

4. The contemporary perspective of management includes classical and behavioural viewpoints (True / **False**)

5. _____ is coping with uncertainty by formulating future courses of action to achieve specified results.
 - a. Scheduling
 - b. Planning**
 - c. Goal setting
 - d. Organizing

6. Culture is the 'social glue' that binds members of organization together (**True** / False)
7. The _____ refers to the number of people reporting directly to ...
- a. Hierarchy of authority
 - b. Span of control**
 - c. Division of labour
 - d. Level of centralization
8. First line managers are also known as ...
- a. Front line managers
 - b. Middle managers
 - c. Supervisors**
 - d. Top managers
9. Which of these is not a Mintzberg categories of roles for managers?
- a. Interpersonal
 - b. Informational
 - c. Motivational**
 - d. Decisional
10. Research has shown that education and experience help managers acquire all but which one of these type of skills?
- a. Technical
 - b. Human
 - c. Linguistic**
 - d. Conceptual

Kuis 4

1. ____ is the process of taking the actions that put the strategy into effect and ensuring that.....

- A. Strategy Implementation** C. Strategy Formulation
B. Strategy Control D. Strategy Organization

2. The word strategy is derived from the roman strategy, which.....the general view.

(True / **False**)

3. Business strategy refers to the ways in which a firm will compete against present and future rivals within a particular business

(**True** / False)

4. Strategy formulation is the process of deciding what to do while strategy implementation is the process of performing all the activities necessary to do what has been planned.

(**True** / False)

5. To be effective, strategies must result from national and methodical planning processed based on analyses of both internal resources.

(**True** / False)

6. A ___ is a declaration of what a firm is and what it stands for
A. Mission C. Super Ordinate Goal
B. Vision D. Strategic Purpose

7. Capabilities refer to a firms skill in using its resource (both tangible and intangible)'s to create goods & services
(**True** / False)

8. Human resources services are a primary activity in a firms value chain..... (True / **False**)

9. Once an industry reaches the maturity stage on its life cycle, it's virtually impossible it to be reinvigorated.
(**True** / False)

10. In which stage of the life cycle does product quality become a more important factor in consumer choices which increases
A. Embryonic C. Maturity
B. Growth D. Decline

Kuis 5

1. A mission statement expresses what the organizations should become and where it wants to go strategically. (T/E)
2. Tactical goals are set by and for top management and focus on objectives for the organization as a whole (T/E)
3. ____ is coping with uncertainty by formulating future courses of action to achieve specified results
(A. Scheduling, **B. Planning** C. Goal setting D. Organizing)
4. Which of the following is not a stage in the organizations life cycle
A. Exploring B. Introduction C. Maturity
D. Growth
5. Manager is achieving a set of goals through planning, scheduling, and maintaining progress of the activities that comprise the program. (I/F)

6. Deadlines provide a mechanism for feedback (T/E)
7. If an organization has absolute technology or out dated facilities, this is on example of an organizational threat. (T/E)
8. “Knowing yourself” is one of the seven essential types of leader behaviours. (T/E)
9. Culture is the “social glue” that binds members of the organization together. (T/F)
10. A job ____ describes the minimum qualification a person must have to perform the job successfully.
A. **specification** B. Classification C. Description
D. Analysis

Kuis 6

1. The management process includes which of the following management functions?

- a. follow through
- b. innovating
- c. implementing
- d. Leading**

2. ___ is defined as monitoring performance, comparing it with goals, and taking corrective action as needed.

- a. delegating
- b. organizing
- c. leading
- d. Controlling**

3. Which type of manager is responsible for just one organizations activity?

- a. functional**
- b. general
- c. top
- d. Middle

4. Which view point emphasizes finding ways to manage work more efficiently?

- a. behavioral
- b, quantitative
- c. classical**
- d. Qualitative

5. According to Douglas Mc Gregor, ___ represents a pessimistic, negative view of workers, who are considered irresponsible, resistant to change, and lacking ambition.

- a. theory Y
- b. Theory X**
- c. Type A workers
- d. Type B workers

6. ___ management focuses on managing the production and delivery of an organizations products or services more efficiently.

- a. quality
- b. quantitative
- c. technical
- d. Operations**

7. Demographic forces are influences on an organization arising from changes in.....

- a. government regulations
- b. characteristic of a population**
- c. technology
- d. economic conditions and trends

8. ___ focus on developing new products or services and in seeking out new markets rather than waiting for things to happen.

- a. prospectors**
- b. go getters
- c. seekers
- d. Reactors

9. A___ explains how to the organizations mission is to be accomplished, after an assessment of current organizational performance.

- a. grand strategy**
- b. vision
- c. formulation strategy
- d. control plan

10. The___ strategy is used to offer products or services that are of unique and superior value compared to those of competitors and to target a narrow market.

- a. differentiation
- b. focused differentiation**
- c. cost leadership
- d. cost focus

Kuis 7

1. The outcome of leadership is a high level of motivation and commitment among organizational members. **(TRUE)**

2. Organizational performance increases in inverse proportion to increases in efficiency and effectiveness. **(FALSE)**

3. Effectiveness is a measure of how well or how productivity resources are used to achieve a goal. **(FALSE)**

4. Managers at all level and in all departments for profit, but not non profit, organization are responsible for performing all four managerial function. **(FALSE)**

5. Organization structure determines how an organization's resources can best be used to create goods and service. **(TRUE)**

6. Resource are assets such as people, machinery, and information. **(TRUE)**

7. Top manager are increasingly encouraging lower level managers to take a cross departemental view of the business. **(TRUE)**

8. Restructurring can produce some highly negative outcome. **(TRUE)**

9. Efficiency is measure of the appropriateness of the organizational goals chosen by managers. **(FALSE)**

10. New philosophy for managing behaviour in organization. **(TRUE)**